

General Assembly

Raised Bill No. 958

January Session, 2009

LCO No. 2972

02972 INS

Referred to Committee on Insurance and Real Estate

Introduced by: (INS)

AN ACT CONCERNING UTILIZATION REVIEW.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

- 1 Section 1. Section 38a-226 of the general statutes is repealed and the
- following is substituted in lieu thereof (Effective January 1, 2010):
- 3 For purposes of sections 38a-226 to 38a-226d, inclusive, as amended
- 4 by this act:
- 5 (1) "Utilization review" means the prospective, [or] concurrent or
- 6 <u>retrospective</u> assessment of the necessity and appropriateness of the
- 7 allocation of health care resources and services given or proposed to be
- 8 given to an individual within this state. [Utilization review shall not
- 9 include elective requests for clarification of coverage.]
- 10 (2) "Utilization review company" means any company, organization
- or other entity performing utilization review, except:
- 12 (A) An agency of the federal government;
- 13 (B) An agent acting on behalf of the federal government, but only to
- 14 the extent that the agent is providing services to the federal

- 15 government;
- 16 (C) Any agency of the state of Connecticut; or
- 17 (D) A hospital's internal quality assurance program except if associated with a health care financing mechanism.
- (3) "Adverse determination" means a utilization review company's
 decision that an admission, service, procedure or extension of stay is
 not medically necessary.
- 22 [(3)] (4) "Commissioner" means the Insurance Commissioner.
- 23 (5) "Concurrent determination" means a utilization review 24 company's decision of the medical necessity of an admission, service, 25 procedure or extension of stay while such admission, service, 26 procedure or extension of stay is being provided.
- [(4)] (6) "Enrollee" means an individual [who has contracted for or]
 patient who participates in coverage under an insurance policy, a
 health care center contract, an employee welfare benefits plan, a
 hospital or medical services plan contract or any other benefit program
 providing payment, reimbursement or indemnification for health care
 costs for an individual or his eligible dependents.
- 33 (7) "Enrollee's representative" means a legal guardian or agent of an enrollee.
- 35 <u>(8) "Final adjudication" means a utilization review company's</u> 36 <u>decision that is not subject to any further internal appeal.</u>
- 37 (9) "Medically necessary" or "medical necessity" means health care 38 services that a physician, exercising prudent clinical judgment, would 39 provide to a patient for the purpose of preventing, evaluating, 40 diagnosing or treating an illness, injury, disease or its symptoms, and 41 that are: (A) In accordance with generally accepted standards of 42 medical practice; (B) clinically appropriate, in terms of type, frequency,

illness, injury or disease; and (C) not primarily for the convenience of the patient, physician or other health care provider and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient's illness, injury or disease. For

extent, site and duration and considered effective for the patient's

- the purposes of this subdivision, "generally accepted standards of
- medical practice" means standards that are based on credible scientific
- 51 evidence published in peer-reviewed medical literature generally
- 52 recognized by the relevant medical community or otherwise consistent
- 53 with the standards set forth in policy issues involving clinical
- 54 judgment.

- 55 (10) "Prospective determination" means a utilization review 56 company's decision of the medical necessity of an admission, service, 57 procedure or extension of stay to be provided to the enrollee.
- [(5)] (11) "Provider of record" or "provider" means the physician or other licensed practitioner identified to the utilization review [agent] company as having primary responsibility for the care, treatment and services rendered to an individual.
- 62 (12) "Retrospective determination" means a utilization review 63 company's decision of the medical necessity of an admission, service, 64 procedure or extension of stay that has been provided to the enrollee.
- Sec. 2. Subsection (a) of section 38a-226c of the general statutes is repealed and the following is substituted in lieu thereof (*Effective January 1, 2010*):
- 68 (a) All utilization review companies shall meet the following 69 minimum standards:
- 70 (1) Each utilization review company shall maintain and make 71 available procedures for [providing notification of] its determinations 72 [regarding certification] in accordance with the following:

- (A) [Notification] (i) Written notification of any prospective, concurrent or retrospective determination by the utilization review company shall be mailed or otherwise communicated to [the provider of record or the enrollee, [or other appropriate individual within] the enrollee's representative or the provider of record not later than two business days [of] after the receipt of all information necessary to complete the review. [, provided any determination not to certify an admission, service, procedure or extension of stay shall be in writing.]
- 81 (ii) In addition to providing written notification of a determination, 82 the utilization review company may give authorization orally or 83 through a communication other than in writing. If the determination is 84 an approval for a request, the company shall provide a confirmation 85 number corresponding to the authorization.
 - (B) (i) After a prospective determination that authorizes an admission, service, procedure or extension of stay has been communicated by the utilization review company to the [appropriate individual, based on accurate information from the enrollee or the enrollee's representative and the enrollee's provider, the utilization review company [may] shall not reverse such determination if such admission, service, procedure or extension of stay has taken place in reliance on such determination, unless the determination was based on inaccurate information from the provider.
 - (ii) Regardless of whether a prospective determination is required by contract, a utilization review company shall provide such prospective determination upon request by an enrollee, an enrollee's representative or an enrollee's provider.
 - [(B) Notification of a concurrent determination shall be mailed or otherwise communicated to the provider of record within two business days of receipt of all information necessary to complete the review or, provided all information necessary to perform the review has been received, prior to the end of the current certified period and provided any determination not to certify an admission, service, procedure or

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- (C) [The utilization review company shall not make a determination not to certify based on incomplete information unless it has clearly indicated, in writing, to the provider of record or the enrollee all the information that is needed to make such determination.] If an enrollee's provider requests a concurrent determination, the utilization review company shall provide, if requested by such provider, an opportunity for such provider to discuss the request for concurrent determination with the health care professional making the decision.
- (D) [Notwithstanding subparagraphs (A) to (C), inclusive, of this subdivision, the utilization review company may give authorization orally, electronically or communicated other than in writing. If the determination is an approval for a request, the company shall provide a confirmation number corresponding to the authorization.] If an enrollee, an enrollee's representative or an enrollee's provider requests a prospective or retrospective determination and the utilization review company does not possess all the information necessary to make such determination, the utilization review company shall request from the appropriate individual all such information in writing it requires and shall provide a copy of such request to the enrollee or the enrollee's representative. The utilization review company shall maintain a record of all such requests for additional information. The utilization review company shall not issue any notification declining certification or authorization of an admission, service, procedure or extension of stay prior to receiving and evaluating the requested information, and shall not render a determination based on a lack of necessary information without having first issued a written request for additional information and providing a reasonable opportunity to comply with such request.
- (E) [Except as provided in subparagraph (F) of this subdivision with respect to a final notice, each] <u>Each</u> notice of a determination not to certify <u>or authorize</u> an admission, service, procedure or extension of

stay shall include in writing (i) the principal reasons for the determination, (ii) the procedures to initiate an appeal of the determination or the name and telephone number of the person to contact with regard to an appeal pursuant to the provisions of this section, or a statement that all applicable internal appeals have been exhausted, and (iii) the procedure to appeal to the commissioner pursuant to section 38a-478n, as amended by this act.

- (F) [Each notice of a final determination not to certify an admission, service, procedure or extension of stay shall include in writing (i) the principal reasons for the determination, (ii) a statement that all internal appeal mechanisms have been exhausted, and (iii) a copy of the application and procedures prescribed by the commissioner for filing an appeal to the commissioner pursuant to section 38a-478n.] Any adverse determination shall be made by a licensed health care professional. Except for final adjudications as set forth in subparagraph (F) of subdivision (2) of this subsection, physicians, nurses and other licensed health care professionals making utilization review decisions shall have current licenses from a state licensing agency in the United States or appropriate certification from a recognized accreditation agency in the United States.
- (2) Each utilization review company shall maintain and make available a written description of the [appeal procedure] <u>utilization</u> review company's procedures for appeals by which [either] the enrollee, the enrollee's representative or the provider of record may seek review of determinations not to certify <u>or authorize</u> an admission, service, procedure or extension of stay. The procedures for appeals shall include the following:
- (A) Each utilization review company shall notify in writing the enrollee <u>or enrollee's representative</u> and provider of record of its [determination on] <u>adjudication of</u> the appeal as soon as practical, but in no case later than [thirty] <u>fifteen</u> days after receiving the required documentation on the appeal.

- (B) On appeal, all determinations not to certify <u>or authorize</u> an admission, service, procedure or extension of stay shall be made by a licensed practitioner of the healing arts <u>who has a current license from a state licensing agency in the United States or appropriate certification from a recognized accreditation agency in the United States.</u>
- (C) An appeal filed by an enrollee's provider shall not preclude such
 enrollee or enrollee's representative from filing a separate appeal of the
 same determination.
- [(3)] (D) The process established by each utilization review company [may] shall include a reasonable period within which an appeal [must be filed to be considered] shall be filed, provided such period is not less than ninety days after the issuance of the determination. Any such period may be extended by the utilization review company upon a showing of a justifiable reason for the enrollee's failure or inability to request an appeal in a timely fashion, including, but not limited to, illness, incapacity, hospitalization or failure to receive determination within the time period set forth in this section.
 - [(4)] (E) Each utilization review company shall also provide for an expedited appeals process for emergency or [life threatening] <u>life-threatening</u> situations, as determined by the enrollee's provider. Each utilization review company shall complete the adjudication of such expedited appeals [within two] <u>not later than one</u> business [days of] <u>day after</u> the date the appeal is filed and all information necessary to complete the appeal is received by the utilization review company. <u>If</u> the utilization review company does not possess all information necessary to complete the appeal, the utilization review company shall request from the appropriate individual all such information in writing it requires and shall provide a copy of such request to the enrollee or the enrollee's representative. The utilization review company shall maintain a record of all such requests for additional information. The utilization review company shall not render an adjudication based on a lack of necessary information without first having issued a written

201	request	for	additional	information	and	providing	a	reasonable
202	opportu	nity	to comply w	ith such reque	est.			

- (F) (i) If the appeal is for a final adjudication, the utilization review company shall, at its expense, have the case reviewed by a physician who is a specialist in the same specialty or subspecialty as the provider of the requested treatment. Except as set forth in subparagraph (E) of this subdivision, such review shall be completed not later then thirty days after the date such review was requested by the utilization review company. The reviewing physician shall issue a written report of the findings to the utilization review company, which shall maintain documentation of such review for the commissioner's verification, including the name of such reviewing physician.
- 213 (ii) Except for a claim brought pursuant to chapter 568, a final 214 adjudication that upholds an adverse determination shall have been 215 made by a physician, nurse or other licensed health care professional 216 who is under the authority of a physician, nurse or other licensed 217 health care professional who holds a current Connecticut license from 218 the Department of Public Health.
- 219 (iii) Upon request by an enrollee, an enrollee's representative or an enrollee's provider, the utilization review company shall provide a 220 221 hearing prior to the final adjudication of an appeal. Such hearing may 222 be conducted in person, by telephone or by other means at the 223 enrollee's discretion.
- 224 (I) The enrollee, the enrollee's representative, the enrollee's provider 225 and such other persons as requested by the enrollee may participate in 226 such hearing.
- 227 (II) The reviewing physician specified in subparagraph (F)(i) of this 228 subdivision shall participate in such hearing.
- 229 (III) Voting members of the utilization review company's review 230 panel shall participate in such hearing and in the deliberations on the

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- 231 <u>final adjudication.</u>
- 232 (IV) No other person shall participate in such hearing or
- 233 <u>deliberations unless approved by the enrollee or the enrollee's</u>
- 234 representative and the utilization review company.
- 235 <u>(iv) The utilization review company shall prepare a video or audio</u>
- 236 recording of such hearing and shall provide a copy of such recording
- 237 to the enrollee or the enrollee's representative and the enrollee's
- 238 provider if such enrollee, enrollee's representative or enrollee's
- 239 provider appeals the final adjudication to the commissioner pursuant
- 240 to section 38a-478n, as amended by this act.
- 241 (G) If an adjudication upholds a determination not to certify or
- 242 <u>authorize an admission, service, procedure or extension of stay, the</u>
- 243 <u>utilization review company shall notify the enrollee or the enrollee's</u>
- 244 representative and the enrollee's provider in writing of such
- 245 <u>adjudication. Such notification shall include: (i) The principal reasons</u>
- 246 for the adjudication, provided in the case of an adverse determination,
- 247 <u>the utilization review company shall include the specific reasons why</u>
- 248 the admission, service, procedure or extension of stay is not medically
- 249 necessary, along with a summary of all information relied upon in
- 250 <u>making such a finding; (ii) the procedures to initiate an appeal of such</u>
- 251 <u>adjudication or the name and telephone number of the person to</u>
- 252 contact with regard to an appeal pursuant to the provisions of this
- 253 section; and (iii) in the case of a final adjudication, the procedure to
- 254 appeal to the commissioner pursuant to section 38a-478n, as amended
- 255 by this act.
- 256 [(5)] (3) Each utilization review company shall utilize written
- 257 clinical criteria and review procedures [which] that are established and
- 258 periodically evaluated and updated with appropriate involvement
- 259 from practitioners. <u>Such criteria and procedures shall be consistent</u>
- with the definition of "medical necessity" set forth in section 38a-226,
- 261 as amended by this act, and such definition shall control in the event of
- a conflict.

[(6) Physicians, nurses and other licensed health professionals making utilization review decisions shall have current licenses from a state licensing agency in the United States or appropriate certification from a recognized accreditation agency in the United States, provided, any final determination not to certify an admission, service, procedure or extension of stay for an enrollee within this state, except for a claim brought pursuant to chapter 568, shall be made by a physician, nurse or other licensed health professional under the authority of a physician, nurse or other licensed health professional who has a current Connecticut license from the Department of Public Health.

(7) In cases where an appeal to reverse a determination not to certify is unsuccessful, each utilization review company shall assure that a practitioner in a specialty related to the condition is reasonably available to review the case. When the reason for the determination not to certify is based on medical necessity, including whether a treatment is experimental or investigational, each utilization review company shall have the case reviewed by a physician who is a specialist in the field related to the condition that is the subject of the appeal. Any such review, except for a claim brought pursuant to chapter 568, that upholds a final determination not to certify in the case of an enrollee within this state shall be conducted by such practitioner or physician under the authority of a practitioner or physician who has a current Connecticut license from the Department of Public Health. The review shall be completed within thirty days of the request for review. The utilization review company shall be financially responsible for the review and shall maintain, for the commissioner's verification, documentation of the review, including the name of the reviewing physician.]

[(8)] (4) Except as provided in subsection (e) of this section, each utilization review company shall make review staff available by toll-free telephone, at least forty hours per week during normal business hours.

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- [(10)] (6) Each utilization review company shall allow a minimum of twenty-four hours following an emergency admission, service or procedure for an enrollee or his representative to notify the utilization review company and request certification or continuing treatment for that condition.
- 305 [(11)] (7) No utilization review company [may] shall give an 306 employee any financial incentive based on the number of denials of 307 certification such employee makes.
- 308 [(12)] (8) Each utilization review company shall annually file with 309 the commissioner:
- 310 (A) The names of all managed care organizations, as defined in 311 section 38a-478, as amended by this act, that the utilization review 312 company services in Connecticut;
- 313 (B) Any utilization review services for which the utilization review 314 company has contracted out for services and the name of such 315 company providing the services;
- 316 (C) The number of utilization review determinations not to certify 317 an admission, service, procedure or extension of stay and the outcome 318 of such determination upon appeal within the utilization review 319 company. Determinations related to mental or nervous conditions, as 320 defined in section 38a-514, shall be reported separately from all other 321 determinations reported under this subdivision; and
- 322 (D) The following information relative to requests for utilization 323 review of mental health services for enrollees of fully insured health 324 benefit plans or self-insured or self-funded employee health benefit

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- 325 plans, separately and by category: (i) The reason for the request,
- 326 including, but not limited to, an inpatient admission, service,
- 327 procedure or extension of inpatient stay or an outpatient treatment, (ii)
- 328 the number of requests denied by type of request, and (iii) whether the
- 329 request was denied or partially denied.
- 330 [(13) Any utilization review decision to initially deny services shall
- be made by a licensed health professional.]
- Sec. 3. Section 38a-478 of the general statutes is repealed and the
- following is substituted in lieu thereof (*Effective January 1, 2010*):
- As used in sections 38a-478 to 38a-478o, inclusive, as amended by
- 335 <u>this act</u>, and subsection (a) of section 38a-478s:
- 336 (1) "Commissioner" means the Insurance Commissioner.
- 337 (2) "Managed care organization" means an insurer, health care
- 338 center, hospital or medical service corporation or other organization
- delivering, issuing for delivery, renewing or amending any individual
- or group health managed care plan in this state.
- 341 (3) "Managed care plan" means a product offered by a managed care
- 342 organization that provides for the financing or delivery of health care
- 343 services to persons enrolled in the plan through: (A) Arrangements
- 344 with selected providers to furnish health care services; (B) explicit
- 345 standards for the selection of participating providers; (C) financial
- 346 incentives for enrollees to use the participating providers and
- 347 procedures provided for by the plan; or (D) arrangements that share
- 348 risks with providers, provided the organization offering a plan
- described under subparagraph (A), (B), (C) or (D) of this subdivision is
- 350 licensed by the Insurance Department pursuant to chapter 698, 698a or
- 351 700 and that the plan includes utilization review pursuant to sections
- 352 38a-226 to 38a-226d, inclusive, as amended by this act.
- 353 (4) "Provider" means a person licensed to provide health care
- 354 services under chapters 370 to 373, inclusive, 375 to 383c, inclusive,

- 355 384a to 384c, inclusive, or chapter 400j.
- 356 (5) Except as provided in sections 38a-478m and 38a-478n, "enrollee" 357 means a person who has contracted for or who participates in a 358 managed care plan for [himself] such person or [his] such person's
- 359 eligible dependents.
- 360 (6) "Preferred provider network" means a preferred provider network, as defined in section 38a-479aa, as amended by this act.
- 362 (7) "Utilization review" [means utilization review, as defined] <u>has</u> 363 <u>the same meaning as provided</u> in section 38a-226, as amended by this 364 act.
- (8) "Utilization review company" [means a utilization review company, as defined] has the same meaning as provided in section 38a-226, as amended by this act.
- Sec. 4. Subsections (a) and (b) of section 38a-478n of the general statutes are repealed and the following is substituted in lieu thereof (*Effective January 1, 2010*):
 - (a) Any enrollee, or any provider acting on behalf of an enrollee with the enrollee's consent, who has exhausted the internal mechanisms provided by a managed care organization, health insurer or utilization review company to appeal the denial of a claim based on medical necessity or a determination not to certify or authorize an admission, service, procedure or extension of stay, regardless of whether such determination was made before, during or after the admission, service, procedure or extension of stay, may appeal such denial or determination to the commissioner. As used in this section and section 38a-478m, "health insurer" means any entity, other than a managed care organization [, which] that delivers, issues for delivery, renews, [or] amends or continues an individual or group health plan in this state [, "health plan" means a plan of health insurance] providing coverage of the type specified in subdivision (1), (2), (4), (10), (11), (12)

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and (13) of section 38a-469, [but does not include a managed care plan offered by a managed care organization,] and "enrollee" means a person who has contracted for or who participates in <u>coverage under</u> an individual or group health insurance plan or a managed care plan [or health plan for himself or his] <u>for such person or such person's</u> eligible dependents.

(b) (1) To appeal a denial or determination pursuant to this section an enrollee or any provider acting on behalf of an enrollee shall, not later than sixty days after receiving final written notice of the denial or determination from the enrollee's managed care organization, health insurer or utilization review company, file a written request with the commissioner. The appeal shall be on forms prescribed by the commissioner and shall include the filing fee set forth in subdivision (2) of this subsection and a general release executed by the enrollee for all medical records pertinent to the appeal. The managed care organization, health insurer or utilization review company named in the appeal shall also pay to the commissioner the filing fee set forth in subdivision (2) of this subsection. If the Insurance Commissioner receives three or more appeals of denials or determinations by the same managed care organization or utilization review company with respect to the same procedural or diagnostic coding, the Insurance Commissioner may, on said commissioner's own motion, issue an order specifying how such managed care organization or utilization review company shall make determinations about such procedural or diagnostic coding.

(2) The filing fee for a managed care organization, health insurer or utilization review company shall be twenty-five dollars and shall be deposited in the Insurance Fund established in section 38a-52a. [If the commissioner finds that an enrollee is indigent or unable to pay the fee, the commissioner shall waive the enrollee's fee.] The commissioner shall refund any paid filing fee to [(A)] the managed care organization, health insurer or utilization review company if the appeal is not accepted for full review, or [(B)] such managed care organization,

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- health insurer or utilization review company is the prevailing party upon completion of a full review pursuant to this section.
- 420 (3) Upon receipt of the appeal together with the executed release 421 and appropriate fee, the commissioner shall assign the appeal for 422 review to an entity as defined in subsection (c) of this section.
- 423 (4) Upon receipt of the request for appeal from the commissioner, 424 the entity conducting the appeal shall conduct a preliminary review of 425 the appeal and accept the appeal if such entity determines: (A) The 426 individual was or is an enrollee of the managed care organization or 427 health insurer; (B) the benefit or service that is the subject of the 428 complaint or appeal reasonably appears to be a covered service, benefit 429 or service under the agreement provided by contract to the enrollee; 430 (C) the enrollee has exhausted all internal appeal mechanisms 431 provided; (D) the enrollee has provided all information required by the 432 commissioner to make a preliminary determination including the 433 appeal form, a copy of the final decision of denial and a fully-executed 434 release to obtain any necessary medical records from the managed care 435 organization or health insurer and any other relevant provider.
 - (5) Upon completion of the preliminary review, the entity conducting such review shall immediately notify the member or provider, as applicable, in writing as to whether the appeal has been accepted for full review and, if not so accepted, the reasons why the appeal was not accepted for full review.
 - (6) If accepted for full review, the entity shall conduct such review in accordance with the regulations adopted by the commissioner, after consultation with the Commissioner of Public Health, in accordance with the provisions of chapter 54.
- Sec. 5. Subsection (m) of section 38a-479aa of the general statutes is repealed and the following is substituted in lieu thereof (*Effective January 1, 2010*):

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(m) Each utilization review determination made by or on behalf of a preferred provider network shall be made in accordance with sections 38a-226 to 38a-226d, inclusive, [except that any] as amended by this act. Any initial appeal of a determination not to certify an admission, service, procedure or extension of stay shall be conducted in accordance with subdivision [(7)] (2) of subsection (a) of section 38a-226c, as amended by this act, and any subsequent appeal shall be referred to the managed care organization on whose behalf the preferred provider network provides services. The managed care organization shall conduct the subsequent appeal in accordance with said subdivision.

Sec. 6. Subdivision (12) of subsection (d) of section 38a-479bb of the general statutes is repealed and the following is substituted in lieu thereof (*Effective January 1, 2010*):

(12) A provision that the preferred provider network shall ensure that utilization review determinations are made in accordance with sections 38a-226 to 38a-226d, inclusive, [except that any] as amended by this act. Any initial appeal of a determination not to certify an admission, service, procedure or extension of stay shall be made in accordance with subdivision [(7)] (2) of subsection (a) of section 38a-226c, as amended by this act. In cases where an appeal to reverse a determination not to certify is unsuccessful, the preferred provider network shall refer the case to the managed care organization which shall conduct the subsequent appeal, if any, in accordance with said subdivision.

This act shall take effect as follows and shall amend the following sections:				
Section 1	January 1, 2010	38a-226		
Sec. 2	January 1, 2010	38a-226c(a)		
Sec. 3	January 1, 2010	38a-478		
Sec. 4	January 1, 2010	38a-478n(a) and (b)		
Sec. 5	January 1, 2010	38a-479aa(m)		

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Sec. 6	January 1, 2010	38a-479bb(d)(12)

Statement of Purpose:

To clarify the requirements and standards for utilization review companies and the reviews such companies perform.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]